

**BROADCAST MESSAGE FROM  
ADMINISTRATOR JANE GARVEY  
REINFORCING THE FAA'S COMMITMENT TO  
IMPROVE ON THE RESULTS OF  
THE AMERICAN CUSTOMER SATISFACTION INDEX**

At FAA, we're in the business of aviation safety, security and system efficiency. A big part of that is communication -- with consumers, airports, airlines, and pilots. We recently asked a group of pilots to describe in one word what they thought about FAA regulations. Here's what they said:

- Obtuse
- Byzantine
- Cumbersome
- Confusing
- Obsolete

The last pilot we asked, said "all of the above"

That's a pretty clear message.

This message reinforces what we heard from The American Customer Satisfaction Index -- our regulations are not clearly written. And more broadly speaking, we need to do a better job of communicating. We participated in this survey with 30 other Federal agencies, who all asked customers what they thought of their agency's work. Most agencies surveyed people who had a choice about working with them. We took the really tough road -- we decided to survey the people we regulate, people who have to work with us. We know, as a regulator, we need to do the best job that we can to help people comply with our regulations. They may not like being called customers, but that doesn't mean we shouldn't be providing them good service.

We decided to survey commercial pilots because they're such a critical part of our aviation system. The good news is that we received really high marks on Air Traffic Control and Airman Certification. The national average score is 71; scores approaching 80 are considered very high. We got an 81 on ATC and a 74 on certification. Our low score on the index was for our regulations. 58.

The pilots said they want a good, readable, effective set of regulations. They want FAA to regulate -- they know it's imperative for the health of the aviation system. They don't mind a high standard -- they just want to know what the standard is. One 20-year veteran Continental pilot said, "I have no confidence that I could tell you whether or not I am legal on a given situation. I just can't tell you. I just don't know ... it's mystery."

And of course, pilots aren't the only individuals we set standards for. We need to communicate better with all our customers.

We've got some work to do. The Gore Commission recommended that we do a bottom up review of our existing regulations. The work we did there wasn't enough. We haven't created the kind of change that we're looking for; the public still can't understand us.

Let me tell you what our next steps are, in the long and short term.

- ◆ First, we're going to make plain language part of the culture of FAA.
  - We're going to train FAA employees, and give them tools to help them write clearly.
  - We've already developed 3 models they can work from -- a regulation, an airworthiness directive, and an advisory circular. Tomorrow, in the Federal Register, you'll see our new model regulation -- the first-ever proposed rule from the FAA completely rewritten in plain language. It's a rule about how we regulate, so its a rule that impacts the most people. And it also has an important communication aspect -- it tells the public how to participate in the rulemaking process, which is critical for the ultimate success of the rule.
  - We'll use focus groups to help gauge our progress in writing clear and understandable regulations.
- ◆ Second, we're going to continue working in partnership with pilots. Next summer we'll survey pilots again -- and I want to see a significant increase in our score on regulations. We're going to continue to use pilot focus groups to identify the highest priority issues, and to make sure we're on the right track. With that kind of effort I think we can raise our ACSI score significantly, by at least 5 points.
- ◆ Third, and here we're talking a bit longer term -- we're going to work with all the communities we regulate to identify their communication priorities and concerns. We'll start with mechanics this winter, and then move to general aviation pilots and the airport community in the spring.

In closing, let me emphasize: We're very serious about this. It is absolutely imperative that we communicate clearly; the safety and security of our aviation system depends on it. We can do a better job, and we will do a better job. Starting now.